MODULE 4 – CONFLICT SOLVING

**M4.WS13 – HOW DO I BEHAVE DURING A CONFLICT**

**TASK 9**

*Consider work-related situations in which you find your wishes differing from those of another person. How do you usually respond to such work-related situations? Choose the number which responds to your situation most.*

***1 – Never 2 – Rarely 3 – Sometimes 4 – Often 5 – Always***

***MY ACTIONS N R S O A***

1. *I persistently argue my position. 1 2 3 4 5*
2. *I try to put the needs of others above my own. 1 2 3 4 5*
3. *I try to arrive at a compromise both parties can accept. 1 2 3 4 5*
4. *I try not to get involved in conflicts. 1 2 3 4 5*
5. *I try to jointly & thoroughly investigate issues. 1 2 3 4 5*
6. *I try to find the flaw in the other person’s position. 1 2 3 4 5*
7. *I strive to foster harmony. 1 2 3 4 5*
8. *I negotiate to get a portion of what I propose. 1 2 3 4 5*
9. *I avoid openly discussing controversial subjects. 1 2 3 4 5*
10. *I openly share information with others when resolving. 1 2 3 4 5*
11. *I enjoy winning an argument. 1 2 3 4 5*
12. *I go along with other people’s suggestions. 1 2 3 4 5*
13. *I look for a middle ground to resolve disagreements. 1 2 3 4 5*
14. *I keep my true feelings to myself to avoid hard feelings. 1 2 3 4 5*
15. *I encourage open sharing of concerns and issues. 1 2 3 4 5*
16. *I am reluctant to admit I’m wrong. 1 2 3 4 5*
17. *I try to help others avoid “losing face” in a disagree. 1 2 3 4 5*
18. *I stress the advantages of “give & take.” 1 2 3 4 5*
19. *I encourage others to take the lead in resolving. 1 2 3 4 5*
20. *I state my position as being only one point of view. 1 2 3 4 5*

*COMPETING score (1,6,11,16) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*ACCOMODATING score (2,7,12,17) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*COMPROMISING score (3,8,13,18) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*AVOIDING score (4,9,14,19) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*COLLABORATING score (5,10,15,20) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*My Highest Score is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*My Most Often Used Conflict Management Mode is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*My Lowest Score is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*My Least Often Used Conflict Management Mode is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

